

## **INSTRUCTIONS ON HOW TO DEAL WITH A SEWER BACK UP**

**CONTACT US FIRST Veolia Water NA LLC (by calling 508-823-3582):** A CREW WILL RESPOND TO ADDRESS THE SITUATION. CHECK THE CITY LINE FOR PROPER FLOW AND IDENTIFY THE LOCATION OF PROBLEM.

**IN ACCORDANCE WITH THE CITY OF TAUNTON, SEWER USE ORDINANCE, SECTION 19.7-SEWER LATERALS** “IN THE EVENT OF A PLUGGED-UP OR BACKED-UP SEWER LINE, ANY WORK REQUIRED BETWEEN THE PUBLIC SEWER LINE AND THE BUILDING SHALL BE THE RESPONSIBILITY OF THE OWNER OF THE BUILDING OR PROPERTY.” THE PUBLIC SEWER CONSISTS OF THE MAIN SEWER LINES LOCATED UNDER THE STREETS BETWEEN MANHOLES. THE LATERAL LINE WHICH CONNECTS THE BUILDING TO THE MAIN LINE IN THE STREET IS THE RESPONSIBILITY OF THE PROPERTY OWNER

**IF THE PROBLEM IS IN THE LATERAL:** YOU SHOULD CONTACT A PROFESSIONAL PLUMBER TO HAVE YOUR HOME'S SERVICE LINE CLEARED. ON THE OTHER HAND, AN ALTERNATIVE THAT MAY SAVE MONEY IS TO CLEAR THE SYSTEM YOURSELF. SEWER CLEANING EQUIPMENT MAY BE OBTAINED FROM RENTAL SERVICE STORES. HOWEVER, IF YOU ARE NOT EXPERIENCED WITH THE USE OF THIS EQUIPMENT, IT MAY BE SAFER TO EMPLOY A PLUMBING CONTRACTOR OR DRAIN CLEANER.

**CLEAN-UP PROCEDURES:** PROCEED WITH THE CLEAN UP PROMPTLY. USE CAUTION WHEN CONDUCTING THE CLEAN UP. USE RUBBER GLOVES AND RUBBER BOOTS. YOU ARE DEALING WITH SEWAGE, AND SERIOUS HEALTH COMPLICATIONS ARE POSSIBLE. BLEACH AND WATER WILL HELP DISINFECT THE AREA. USE CAUTION WHEN USING ANY ELECTRICAL APPLIANCE IN A WET ENVIRONMENT. IF THE BREAKER BOX IS WET OR NEAR ANY WATER DO NOT, ATTEMPT TO SHUT OFF. REMOVE STANDING WATER. HEAVY DUTY WET VACUUMS MAY BE OBTAINED FROM YOUR LOCAL RENTAL SERVICE STORE TO ASSIST IN CLEAN UP. AIR OUT THE ROOM. DRYING WET AREAS IS HELPED BY ENCOURAGING AIR CIRCULATION BY OPENING WINDOWS AND USING FANS. CLEAN CARPETS. RUG DAMAGE CAN BE MINIMIZED THROUGH CARPET CLEANING FIRMS (OR CLEANING EQUIPMENT MAY BE RENTED).

**INSURANCE CLAIMS IN MOST CASES, THE CITY'S INSURANCE WILL NOT REIMBURSE HOMEOWNERS FOR DAMAGES.** THERE MUST BE EVIDENCE THAT THE CITY OF TAUNTON HAS BEEN NEGLIGENT FOR AN INSURANCE CLAIM TO BE HONORED. RECORDS SHOULD BE KEPT FOR HOMEOWNER INSURANCE CLAIMS. GOOD RECORDS INCLUDE PHOTOGRAPHS, VIDEOTAPES, RECEIPTS AND ITEMIZED DESCRIPTIONS OF DAMAGES.

### **PREVENTING FUTURE BACK-UPS:**

SEWER BLOCKAGES GENERALLY OCCUR BECAUSE OF IMPROPER ITEMS ENTERING THE SEWER LINE. SANITARY SEWERS IS DESIGNED TO HANDLE HUMAN WASTE. THE SEWER IS NOT DESIGNED TO HANDLE ANYTHING ELSE, AND THE CITY IS NOT RESPONSIBLE FOR FOREIGN ITEMS ENTERING THE SYSTEM. EXAMPLES OF ITEMS THAT CAN CAUSE SEWER BACK-UPS INCLUDE GREASE, CLEANING FLUIDS SANITARY NAPKINS, DIAPERS, PAPER PRODUCTS, AND MANY OTHER ITEMS.

THE SEWER LATERAL LINE MAY HAVE STRUCTURAL DAMAGES. AN INTERNAL CCTV INSPECTION OF SEWER LATERAL WILL IDENTIFY ANY STRUCTURAL DEFECTS, SUCH AS BROKEN PIPE, OFFSET JOINTS AND /OR ROOT PROBLEMS.

BACKWATER VALVES HELP PREVENT OVERFLOWS INTO BASEMENT.